



**TICKET
CHECK**

User's Manual
BASIC

APR.14. 2016

TABLE OF CONTENTS

Ticket Check - Info Graphic pg. 2

Welcome to Ticket Check! pg. 3 - 4

Ticket Management Page pg. 5 - 9

Viewing a Ticket pg. 10

Responding to Locate Requests pg. 11

Additional Information pg. 12

Account Settings pg. 13

Reports pg. 14



TICKET CHECK - INFO GRAPHIC



TICKET CHECK

Ticket Check® is a positive response system where locators provide their response with the status of the ticket which can then be viewed by the excavator.

1. Excavator notifies Kansas 811 and describes their dig area.
2. Ticket logged into computer and sent to Member Utilities and Ticket Check® system.
3. Each member utility determines the proper response to the locate ticket and communicates their responses to the Ticket Check® system...
...Responses are stored and can be recalled and viewed with the ticket at any time.



Utility A

Utility B

Utility C

"Clear/No Conflict"

"Marked"

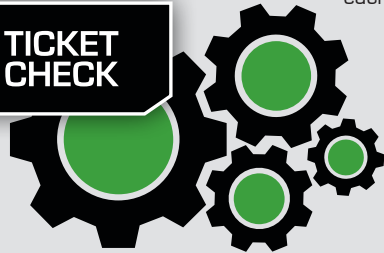
"Not Yet Responded"

5. Excavator's work begins!



4. Ticket Check® closes the loop by sending a notice to the excavator with the status that has been supplied by each member utility. Before even visiting the job site, the excavator has a record of the action each utility took.

TICKET CHECK



WELCOME TO TICKET CHECK!

Ticket Check is a web-based tool that allows a facility operator to provide a “positive response” to locate requests from Kansas 811 (KS811). You can use Ticket Check to respond with status messaging regarding whether the ticket has been marked or cleared. Ticket Check is accessed through iSite, the comprehensive web portal for all of KS811 web-based ticket management tools.



The screenshot shows the iSite login interface. At the top left is the iSite logo, a yellow circle with 'iSITE' text. To its right, the text 'ISITE IS READY TO HELP LOGIN TO BEGIN' is displayed. Below this are two input fields: 'USERNAME' and 'PASSWORD'. A yellow 'LOGIN' button is positioned below the password field. Further down are two links: 'FORGOT YOUR PASSWORD?' and 'NEED TO REGISTER?'. Below these links is a 'Search and Status' button. At the bottom left are logos for '811' and 'ONE CALL CONCEPTS' with the tagline 'When safety is on the line.' Two yellow callout lines originate from the 'FORGOT YOUR PASSWORD?' and 'NEED TO REGISTER?' links, extending downwards and to the right towards the explanatory text blocks.

To access Ticket Check point your web browser to www.managetickets.com

If you do not already have an iSite login, click the NEED TO REGISTER? button located below the login and password fields.

If you have forgotten your login information, you can click the FORGOT YOUR PASSWORD? link, also located below the login and password fields.

Once you enter your password and login and hit return, you'll be logged in to iSite.

WELCOME TO TICKET CHECK!

Once logged in to iSite click the TICKET CHECK button on the left side of the page. This will bring you to the Ticket Management page.

ISITE MAIN MENU

SEARCH & STATUS

TICKET CHECK

MESSAGES

LOGOUT



Contact Help Chat

WELCOME TO ISITE POWERED BY ONE CALL CONCEPTS
PLEASE MAKE YOUR SELECTION . . .

TICKET CHECK

TICKET MANAGEMENT PAGE

The Ticket Management Page is the main interface for Ticket Check. Let's take a look at the different functions available to you.

ISITE Home (Button)

Clicking this button will return you to the iSite Main Menu.

Admin (Button)

Clicking this button will bring you to the Ticket Administration Menu.

Contact (Button)

Will display a page with contact information for the call center.

Help (Button)

Will display a page with links to training materials.

TICKET MANAGEMENT PAGE



ISITE Home
Admin

Contact
Reports

Help
Chat

Change Current Display

Ticket Set: All Tickets in Production
District Code: All Districts
Refine Search: Select Field = [] + []
Date Received Between: 03/08/2016 and 04/08/2016 [] [] Show Tickets

Emergency Viewed Emergency Priority Meeting Past Due Locked

24 ticket records found.

Tickets for District All (03/08/2016 to 04/08/2016)

# ↑ ↓	Orig Call ↑ ↓	Begin ↑ ↓	Street ↑ ↓	City ↑ ↓	County ↑ ↓	ST ↑ ↓	District ↑ ↓	Status ↑ ↓
16150648 Ⓞ	03/29/2016 16:27	04/01/2016 00:15	ROAD 5	BIG BOW	STANTON	KS	TEST07	
16151104 Ⓞ	03/30/2016 07:24	04/02/2016 00:01	FARM PATH	BIG BOW	STANTON	KS	TEST07	
16152381 Ⓞ	03/30/2016 13:10	04/02/2016 00:15	E 31ST ST S	WICHITA	SEDGWICK	KS	TEST07	
16153111 Ⓞ	03/30/2016 15:42	04/02/2016 00:15	2339 N LAKEVIEW CT	ANDOVER	BUTLER	KS	TEST07	
16154763 Ⓞ	03/31/2016 11:44	04/05/2016 00:15	2327 N LAKEVIEW CT	ANDOVER	BUTLER	KS	TEST07	
16154773 Ⓞ	03/31/2016 11:46	04/05/2016 00:15	805 W CANDLESTAR CT	ANDOVER	BUTLER	KS	TEST07	
16155476 Ⓞ	03/31/2016 14:32	04/05/2016 00:15	2327 N LAKEVIEW CT	ANDOVER	BUTLER	KS	TEST07	

Ticket Management Menu

These fields allow you to narrow down the list of tickets received by your company.

Reports (Button)

Clicking this button will bring you to the Reports menu.

Chat (Button)

Clicking this button will connect you with the Live Help Chat function. If Live Help Chat is not available, you will be able to send an email for help.



TICKET MANAGEMENT PAGE

On the Ticket Management screen you can display a list of tickets sent to your company that are currently in the system. You can sort them in a variety of different ways. Let's look at how you can do that now.

TICKET MANAGEMENT PAGE

TICKET CHECK

 **ONE CALL CONCEPTS**
When safety is on the line.

ISITE HomeContactHelpAdminReportsChat

Change Current Display

Ticket Set: All Tickets in Production
District Code: All Districts
Refine Search: Select Field = + 
Date Received Between: 03/08/2016  and 04/08/2016 

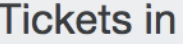
 Emergency  Viewed Emergency  Priority  Meeting  Past Due  Locked

Select Ticket Set

Choose the ticket set you'd like to display on the Ticket Management screen from the options available in the drop-down box.

TICKET MANAGEMENT PAGE

TICKET CHECK

 **ONE CALL CONCEPTS**
When safety is on the line.

ISITE HomeContactHelpAdminReportsChat

Change Current Display

Ticket Set: All Tickets in Production
District Code: All Districts
Refine Search: Select Field = + 
Date Received Between: 03/08/2016  and 04/08/2016 

 Emergency  Viewed Emergency  Priority  Meeting  Past Due  Locked

All Tickets in Production
✓ Tickets available for Statusing
Tickets without Responses
No Response Tickets

Select District Code

If you have more than one district code linked to your Ticket Check account, you can choose to filter tickets by a particular district code.

TICKET MANAGEMENT PAGE

TICKET CHECK

ONE CALL CONCEPTS
When safety is on the line.

ISITE Home Contact Help
Admin Reports Chat

Change Current Display

Ticket Set:
District Code:
Refine Search:
Date Received Between:

Tickets available for Statusing
All Districts
Select Field =
03/08/2016 and 04/08/2016

✓ All Districts
KS - TEST07 (- DO NOT ANNOUNCE -)

Show Tickets

Emergency

Viewed
Emergency

Priority

Meeting

Past
Due

Locked

Refine Search (Optional)

This optional step lets you refine your ticket search based on a variety of parameters.

TICKET MANAGEMENT PAGE

TICKET CHECK

ONE CALL CONCEPTS
When safety is on the line.

ISITE Home Contact Help
Admin Reports Chat

Change Current Display

Ticket Set:
District Code:
Refine Search:
Date Received Between:

Tickets available for Statusing
KS - TEST07 (- DO NOT ANNOUNCE -)
Select Field =
03/08/2016 and 04/08/2016

✓ Select Field
Company Name
County
Place/City
Status
Street Name
Ticket Header
Ticket Number
Ticket Number - Includes
Work Begin Date

Show Tickets

Emergency

Viewed
Emergency

Priority

Meeting

TICKET CHECK

07

Click the  button to refine your search by additional criteria.

Click the  button to clear all Refine Search criteria.

TICKET CHECK

ONE CALL CONCEPTS
When safety is on the line.

ISITE Home Contact Help
Admin Reports Chat

Change Current Display

Ticket Set:
District Code:
Refine Search:

Date Received Between:

Tickets available for Statusing
KS - TEST07 (- DO NOT ANNOUNCE -)

County = sedgwick
Place/City = wichita
03/12/2016 and 04/12/2016

+

-

+

-

Show Tickets

Emergency

Viewed Emergency

Priority

Meeting

Past Due

Locked

Refine Date Range

Refine your date range to what you'd prefer – select the start and end dates you'd like to search for tickets within.

TICKET CHECK

ONE CALL CONCEPTS
When safety is on the line.

ISITE Home Contact Help
Admin Reports Chat

Change Current Display

Ticket Set:
District Code:
Refine Search:

Date Received Between:

Tickets available for Statusing
KS - TEST07 (- DO NOT ANNOUNCE -)

County = sedgwick
Place/City = wichita
04/06/2016 and 04/12/2016

+

-

+

-

Show Tickets

Emergency

Viewed Emergency

22 ticket records found.

Tickets for District KS - TEST07
(03/12/2016 to 04/12/2016)

April 2016

Su	Mo	Tu	We	Th	Fr	Sa
			6	7	8	9
3	4	5	12	13	14	15
10	11	18	19	20	21	22
17	18	19	20	21	22	23
24	25	26	27	28	29	30

TICKET CHECK

08

Show Tickets

Clicking on “**SHOW TICKETS**” will generate a list of tickets based on the parameters you’ve specified in the previous fields.

TICKET CHECK

ONE CALL CONCEPTS
Where safety is on the line

ISITE HomeContactHelp
AdminReportsChat

Change Current Display

Ticket Set:
District Code:
Refine Search:
Date Received Between:

Tickets available for Statusing
KS - TEST07 (- DO NOT ANNOUNCE -)
County = sedgwick
04/06/2016 and 04/06/2016

Show Tickets

Emergency

Viewed
Emergency

Priority

Meeting

Past
Due

Locked

1 ticket records found.

Tickets for District KS - TEST07
(04/06/2016 to 04/06/2016)

# ↑ ↓	Orig Call ↑ ↓	Begin ↑ ↓	Street ↑ ↓	City ↑ ↓	County ↑ ↓	ST ↑ ↓	District ↑ ↓	Status ↑ ↓
16166218	04/06/2016 11:51	04/09/2016 00:15	E 31ST ST S	WICHITA	SEDGWICK	KS	TEST07	Not yet responded

You should see a list of tickets below the display options. If you don’t, choose other parameters to filter with. The list of tickets will display a variety of information including the total number of tickets matching your search parameters, the ticket number for each ticket, and the start date & time for each ticket.

Clicking on a ticket number will display the complete ticket information.

VIEWING A TICKET

The excavation and contact information will be displayed in the top portion of the ticket window. The bottom portion of the ticket displays the members notified as well as the ticket status and history. You can check the History section to see how the locators have responded.

FULL TICKET VIEW

TICKET CHECK

ONE CALL CONCEPTS
What's really in the hole.

ISITE Home | Contact | Help
Admin | Reports | Chat

iSite User: ks-test07

Ticket List | Update Of

Kansas One Call

Ticket No: 16166218
Update of: 16152361
Original Call Date: 04/06/16 11:51 am
Work to Begin Date: 04/09/16 12:15 am

STANDARD
Op: webusr26
Op: webusr26

TICKET ACTIONS

Public Attachments are not private and will NOT be transmitted to affected parties. They will, however, be made available for viewing via TicketLINK/ITIC by all parties with access to this locate request.
Add Public Attachment

Caller Information

Company Name: TOREN BROTHERS EXCAVATING
Contact Name: JAKE CHAMBERS
Alt. Contact: EDDIE DEAN
Caller Address: 19 ODD LANE, TULL, KS 55555
Contact Email: jakec@tullbros.com

Fax Phone: 316-555-5555
Phone: 316-555-4444
Alt. Phone: 316-555-3333

DIG SITE INFORMATION

Type of Work: MILL ASPHALT, REMOVE CONCRETE, PAVEMENT
Explosives: N
Work Being Done For: GENERAL ATOMICS INTERNATIONAL

Duration: 12 MONTHS
Trenchless Excav: N

DIG SITE LOCATION

County: SEDGWICK
Address: E 31ST ST S
Street: JAYHAWK DR
Intersecting Street: START AT INTERSECTION E 31ST ST S AND JAYHAWK DR, TRAVEL NORTH 1,700 FEET, TRAVEL 1,200 FEET EAST AND MARK, TRAVEL 820 FEET EAST AND MARK, TRAVEL 1 MILE SOUTH AND MARK, TRAVEL 820 FEET WEST AND MARK, TRAVEL 1 MILE NORTH AND MARK TO CLOSE.
Location of Work:

Place: WICHITA

Remarks: 28S
Map Twp: 37.6404942
Map Coord NW Lat: 37.6233865
SE Lat:

Rng: 1E
Lon: -97.2716077
Lon: -97.2621968

Sect-Qtr: 1-SE,12

MEMBERS NOTIFIED

	District	Company Name	Business Hrs	Web	Status	Status History
	PHN501	PHONE HOME COMS	316-555-6666			
	WNE301	WAYNE ENTERPRISES	316-555-7777			
Viewing	TEST07	- DO NOT ANNOUNCE -			Not yet responded	
	RAT401	RAT-FREE SEWER, INC.	316-555-8888			

LOCATOR INFORMATION

Past Work Start? Y Ticket Locked? N Past Due Time: 04/09/16 00:01
Add Public Attachment

Public Attachments
None

Status
Current Status: Not yet responded
Change Status: --

WARNING: The member response information will only be provided by email to those excavators who have provided Kansas 811 with an email address. No fax or voice notifications will be made.

Status Comments (250 character limit)

Save, Return to Ticket List and Refresh View
Save and Return to Ticket List
Save and Stay on This Ticket
Save and Go To Next Ticket
Just Go To Next Ticket

History

Date	Type	District	Display	Locator	User
04/06/16 11:52:03	Ticket Check Response Added	TEST07 - DO NOT ANNOUNCE -	Not yet responded		System
04/06/16 11:52:03	Ticket Created				

Facility owners can change the status of each ticket by choosing the appropriate response in the **Change Status** drop-down menu [see next page for more info].

Facility owners can add notes on the status of the ticket in the **Status Comments** field [see next page for more info].

At the very bottom of the ticket window you can see a summary of all activity performed on that ticket.

TICKET CHECK

10

RESPONDING TO LOCATE REQUESTS

Responding to locate requests is accomplished by setting the status of a locate request (or “statusing”). To set a status, navigate to the **Locator Information** section of the ticket and click the **Change Status** drop-down menu.

Select a status that reflects the current marking status of the ticket, then click one of the three **Save** buttons on the right side of the screen.

LOCATOR INFORMATION

Past Work Start? Y Ticket Locked? N

Add Public Attachment

Public Attachments
None

Status
Current Status: Not yet responded
Change Status:
--

WARNING: The member response information will only be provided **by email** to those excavators who have provided Kansas 811 with an email address. No fax or voice notifications will be made.

Status Comments (250 character limit)

Clear/No conflict
Marked
Not complete/In progress

Save, Return to Ticket List and Refresh View
Save and Return to Ticket List
Save and Stay on This Ticket
Save and Go To Next Ticket
Just Go To Next Ticket

Status Comments

Enter any additional status notes in the Status Comments field (located just below the Change Status drop-down menu). Status Comments will appear in the Ticket History next to the ticket’s status.

NOTE: If you do not save the ticket your status change will not be saved.

Save and Stay on This Ticket (Button)

Clicking this button will save the changes you have made to the ticket and return to this ticket.

Save, and Return to Ticket List (Button)

Clicking this button will save the changes you have made to the ticket, then return you to the Ticket Management page.

Save, Return to Ticket List and Refresh (Button)

Clicking this button will save the changes you have made to the ticket, then return you to the Ticket Management page, and update the ticket list with the changes you have just made.

Save and Go To Next Ticket (Button)

Clicking this button will save the changes you have made to the ticket, then go to the next ticket on the list.

Just Go To Next Ticket (Button)

Clicking this button will go to the next ticket on the list *without saving the changes you have made to the ticket.*

ADDITIONAL INFORMATION

Notifying the Excavator

Ticket Check will attempt to email the status change (and accompanying “Status Comments”) to the excavator, if a properly formatted email address is present on the ticket.

This notification email will be delivered when the ticket is “past due” OR when all members that have access to Ticket Check provide Status Code 1 (Clear/No conflict) or 2 (Marked) to the ticket, whichever comes first.

The notification email will also contain a link to view the ticket’s current status online.

Response Timeline

A ticket will be treated as “due” at 12:01am on the third full business day following the original call date, or on the start date/time listed on the ticket, whichever comes last.

All ticket types will be available for statusing, and any status can be changed until the ticket is **locked**.

All tickets will be **locked** at 12:01am 20 calendar days after the original call date. A locked ticket is no longer available for statusing.

A ticket will become **locked** immediately after it has been cancelled.

Locator’s Status Comments

Status Comments may be added to all Ticket Check status changes as follows:

- One Status Comment permitted per status change. Only when a new status code is selected should any comments also be inserted.
- Status Comments are restricted to a maximum of 200 characters each.

ACCOUNT SETTINGS

Edit User Account

This menu will allow you to choose from a variety of default settings that appear when first logging in to Ticket Check. The options include **iSite User**, **Password**, **Email**, **Default State**, **Default Ticket Set**, and **Default District**. The Account Settings menu can be accessed under the Administration menu.

ACCOUNT SETTINGS

SETTINGS

ONE CALL CONCEPTS
When safety is on the line.

ISITE HomeContactHelp

TicketsReportsChat

iSite User: demo-kstktcheck

Admin Home

Customer: 1902495

iSite User:

demo-kstktcheck

Password:

.....

Email:

LFox@WayneEnt.com

Default State:

Kansas

Default Ticket Set:

Tickets available for Statusing

Default District:

KS - KANGAS80 - KANSAS GAS SERVICE

Save

TICKET CHECK

13

REPORTS MENU

The Reports section provides options for running reports on several different aspects of Ticket Check. The types of available Reports will vary depending on your level of customer access. Reports may be accessed by clicking the Reports button in the upper-right corner of the page.

Click the link for the type of report you would like to run.

REPORTS MENU

REPORTS



ISITE HomeContactHelp

TicketsAdminChat

Report Name	Description
Billed Tickets	Lists billed tickets based on the information entered in the search input. This report includes the ticket number, district code, ticket billed date and time, user name, billing code, and additional unit.
District Detail	Provides details by district code per day for the provided date range. This includes a summary of tickets received and statuses made.
District Summary	Provides the Summary by District Code for the Tickets Received and Statuses provided. This report is for Ticket Check centers.
Ticket Check Compliance	This report provides on time, late and not responded tickets for a given timeframe, ticket header(s) and district code(s)
Ticket Marked	This report will give a complete list of the tickets, header, and the provided statuses with their date and method.
Ticket Count Report	This report provides counts of tickets

REPORTS MENU

REPORTS



ISITE HomeContactHelp

TicketsAdminChat

District Detail Report

Reports

Date: Wed Mar 23 08:10:25 CDT 2016

Begin Date: 02/23/2016

End Date: 03/23/2016

Districts:

Check ALL☒KS - KANGAS80 (KANSAS GAS SERVICE)

UnCheck ALL

Run Report

When prompted, fill in the appropriate fields to specify the parameters of the report, and click **RUN REPORT.**